

I wish to comment on the application that has been filed by Choice Communications to become an eligible telecommunications carrier ( ETC ) in the US Virgin Islands. For so many years now we residents of the Virgin Islands have been badly served by our present telephone provider, Innovative Telephone Corp. The breakdown of service we experience is frequent, the length of time we are forced to wait for repairs is agonizingly long, the rate we pay for service is extremely high and customer service is virtually non-existent. All this is possible because there is not now and never has been any competition to force Innovative to change their business practices.

I'd like to itemize several specific areas where I feel Innovative offers poor quality service and one instance where I feel they simply conduct deceitful behavior in order to increase their income. Deceitful behavior first: Most subscribers to telephone service experience periodic disruptions in service from anywhere from one day to several weeks. In my case it is generally 3 or 4 times a year. When making a call to report this service outage I am always met by a voice telling me that it will be anywhere from 2 to 4 weeks before the problem can be attended to. 2 to 4 weeks!! In the meantime I am to be left phoneless, apparently. They seem to have no problem with this as if a person's phone is merely a superficial luxury and they feel there is absolutely no need to rush to fix it. Innovative Telephone freely states in their agreement with their subscribers that if use of your phone is disrupted for more than 24 hours you are entitled to an adjustment on your bill. My most recent disruption lasted 3 weeks and no adjustment...as always...ever appeared on my bill. The logical remedy for this would be to call the business office and ask why no adjustment appeared but whenever I try to do this the phone number they give simply rings endlessly. I have never...never!...gotten through to their business office to register a complaint on my bill. They force you to go down to their office and sit..and sit..for hours waiting for a representative to see you about your problem. Being the savvy management that they are they know that no sensible person is going to take hours out of their workday to rectify a mistake on their part which may amount to perhaps \$15. People simply give up. I believe it is intentional on the part of Innovative to do this. It adds a huge amount to the bottom line when you refuse to place adjustments on bills, then refuse to answer the phone to rectify problems and offer poor service as a final means of dissuading the customer from acting on something which is rightfully theirs. Doubt me? Try this. Call Innovative's business office as if you were an customer with a problem at 340-779-9999. Business office hours are 9AM-5PM. See for yourself.

\* there is a general negligence and disregard for ethics that is pervasive at Innovative.

\* Customer repairs are treated as a bother by the business. I have never felt respected as a customer.

\* Long lines are inevitable when paying bills in person. It is interesting that as the largest internet service provider in the territory they offer no on-line payment option.

\* The same phone problems continuously re-appear. The fix, it seems, is never permanent but a mere band-aid to make the customer disappear ..until the next time when Innovative must redo their work, over and over.

The Economic Development Commission (EDC) has just granted another 5 year tax extension to Innovative. %50 income tax, %100 property tax, %50 Gross Receipts tax and a %1 Custom Duties tax as if rewarding Innovative for their sloppy business practices. Additionally, the Public Services Commission (PSC) which oversees the operations of Innovative for the ratepayers of the Virgin Islands seems to be nothing more than a rubber stamp for Innovative's wishes.

My request is this. Please give serious consideration to the application by Choice Communications to compete with Innovative in the USVI. We are not being served by this company which now has a monopoly on service. In fact, they use it as a tool to ignore their subscribers. Competition, as it always does, would go a long way to correct the multitude of problems that now exist. I urge you to grant this application by Choice communications. We ratepayers in the USVI see it as our only possible relief.

Thank You,

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